

Message

From: WVU Enrich [WVUEnrich@mail.wvu.edu]
Sent: 7/20/2011 2:14:55 PM
To: Khan, Annie (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=Annie.Khan]
Subject: WVU Course Access

Dear Annie Dookhan:

Welcome to the 201108 WVU Extended Learning online course(s). **You will have access to the following course(s) on August 1, 2011:**

- * Evidence Analysis: Beyond the Crime Scene - Public Lab Employees(755)
- * Fundamentals of Forensic Toxicology - Public Lab Employees(774)

You will have until February 28, 2012 to complete the course(s).

BELOW YOU WILL FIND IMPORTANT INSTRUCTIONS THAT WILL BE HELPFUL IN MAKING YOUR ONLINE EXPERIENCE REWARDING AND ENJOYABLE. PLEASE MAKE SURE TO READ THE ENTIRE PAGE BEFORE STARTING YOUR COURSE.

Instructions for Course Access are as follows: YOU WILL NOT HAVE ACCESS UNTIL AUGUST 1, 2011

- Go To <https://ecampus.wvu.edu>
- Scroll Down to Continuing & Professional Education (Non-Credit): Click on the Box
- eCampus Username: [REDACTED]
- Default Password: [REDACTED]

If this is your first time logging into a non-credit course, you will be required to change the default password (welcome) with your first login. **Please remember your new password for eCampus course access. You will use the same login and password for all future courses in eCampus.** The system will prompt you to change your password every 90 days.

!! PLEASE DO NOT CONFUSE THE eCAMPUS LOGIN WITH THE AUGUSOFT LOGIN YOU CREATED IN YOUR PROFILE/REGISTRATION - THEY ARE NOT THE SAME !!

Contact the Office of Information Technology Help Desk if:

- You are having problems accessing your course in eCampus
- If you have forgotten your **eCampus Course Access password** & need to have the password reset

When calling the Help Desk:

- Give them the URL/Web Address (<http://www.>) of the website you are having difficulty with
- Tell them you are a Continuing & Professional Education (non-credit) student
- Give them the name you used when registering for the course (**this name is your eCampus username**)
- Give them your contact information

The Help Desk Technician will take the necessary information from you, and submit your name and the problem you are having, to eCampus Support Technicians. eCampus Support will contact you by phone or email. **PLEASE be patient. The OIT Technicians will help you as quickly as possible.**

Help Desk Phone Number: 304-293-4444 or Toll Free 877-327-9260 (Select Prompt #2)

eCampus Support and Help Desk Core Hours are: 8:15 AM - 4:45 PM, Monday - Friday After regular business hours, the Help Desk will submit your problem to eCampus Support in the form of a Trouble Ticket, however, you will not be contacted until the next business day.

If you have further questions regarding the course, please contact us at WVUEnrich@mail.wvu.edu or call 1-800-2learn2.

Enjoy the course!

Sherry Gallagher
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